

Public Law 102-481
102d Congress

Joint Resolution

Designating the week of October 4 through 10, 1992, as "National Customer Service Week".

Oct. 23, 1992
[S.J. Res. 166]

Whereas recognizing the value and importance of the customer drives the quality of customer service;

Whereas the high cost of attracting new customers today further emphasizes the need to keep existing customers through effective service;

Whereas when customer service is recognized as contributing to the profit of a company, the professional status of customer service continues to increase;

Whereas excellent customer service distinguishes successful companies that understand the importance and influence a customer has on success; and

Whereas excellent customer service contributes to the growth and success of every company: Now, therefore, be it

Resolved by the Senate and House of Representatives of the United States of America in Congress assembled, That the week of October 4 through 10, 1992, is designated as "National Customer Service Week", and the President is authorized and requested to issue a proclamation calling on the people of the United States to observe the week with appropriate programs, ceremonies, and activities.

Approved October 23, 1992.

LEGISLATIVE HISTORY—S.J. Res. 166:

CONGRESSIONAL RECORD, Vol. 138 (1992):

Apr. 29, considered and passed Senate.

Oct. 5, considered and passed House.